Enterprise Incident Report March 2012

As of 4/2/2012

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Insurance	Application Services	Bart Purser	1 0	0 0	1 0
		Martin Gonzalez	2 2	0 0	2 2
		Paul Lundell	5 0	0 0	5 0
		Terry Forsgren	1 0	0 0	1 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	11 2	0 0	11 2
	Application Support	Sam Howlett	4 0	0 0	4 0
		Scott VanderLinden	2 0	0 0	2 0
		Assigned to Individual Total	6 0	0 0	6 0
	Capitol Desktop Support	Chad Poll	1 0	0 0	1 0
		Michael Hussey	2 0	0 0	2 0

Enterprise Incident Report March 2012

As of 4/2/2012

Insurance

			Low	Medium	FCR Total
Insurance	Capitol Desktop Support	Paul Ross	120 82	1 0	121 82
		Scott Wunderlich	3 3	0 0	3 3
		Tom Hanson	22 17	0 0	22 17
		Assigned to Individual Total	148 102	1 0	149 102
	Capitol Hosting	Curtis Parker	1 0	0 0	1 0
		Doug Law	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Help Desk	Brenda Treadway	8 8	0 0	8 8
		Julie VanBeekum	12 11	0 0	12 11
		Vicky Marrelli	2 2	0 0	2 2
		Assigned to Individual Total	22 21	0 0	22 21
	Assigned Group Total		189 125	1 0	190 125
Customer Company Total			189 125	1 0	190 125

Enterprise Incident Report March 2012

As of 4/2/2012

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			Low	Medium	MIR Total
Insurance	Application Services	Bart Purser	1 0	0 0	1 0
		Martin Gonzalez	2 0	0 0	2 0
		Paul Lundell	5 1	0 0	5 1
		Terry Forsgren	1 0	0 0	1 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	11 1	0 0	11 1
	Application Support	Sam Howlett	4 3	0 0	4 3
		Scott VanderLinden	2 0	0 0	2 0
		Assigned to Individual Total	6 3	0 0	6 3
	Capitol Desktop Support	Chad Poll	1 1	0 0	1 1
		Michael Hussey	2 1	0 0	2 1

Insurance

			Low	Medium	MIR Total
Insurance	Capitol Desktop Support	Paul Ross	120 14	1 0	121 14
		Scott Wunderlich	3 0	0 0	3 0
		Tom Hanson	22 3	0 0	22 3
		Assigned to Individual Total	148 19	1 0	149 19
	Capitol Hosting	Curtis Parker	1 1	0 0	1 1
		Doug Law	1 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	2 1
	Help Desk	Brenda Treadway	8 0	0 0	8 0
		Julie VanBeekum	12 1	0 0	12 1
		Vicky Marrelli	2 0	0 0	2 0
		Assigned to Individual Total	22 1	0 0	22 1
	Assigned Group Total		189 25	1 0	190 25
Customer Company Total			189 25	1 0	190 25

Enterprise Incident Report March 2012

As of 4/2/2012

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	**Medium**	**ATTIR Total**
Insurance	Application Services	Bart Purser	1 0.71	0 0.00	1 0.71
		Martin Gonzalez	2 0.42	0 0.00	2 0.42
		Paul Lundell	5 0.49	0 0.00	5 0.49
		Terry Forsgren	1 0.00	0 0.00	1 0.00
		Tony Larsen	2 0.43	0 0.00	2 0.43
		Assigned to Individual Total	11 0.44	0 0.00	11 0.44
	Application Support	Sam Howlett	4 4.97	0 0.00	4 4.97
		Scott VanderLinden	2 0.44	0 0.00	2 0.44
		Assigned to Individual Total	6 3.46	0 0.00	6 3.46
	Capitol Desktop Support	Chad Poll	1 2.28	0 0.00	1 2.28
		Michael Hussey	2 1.08	0 0.00	2 1.08

Insurance

			Low	Medium	ATTIR Total
Insurance	Capitol Desktop Support	Paul Ross	120 0.33	1 0.93	121 0.34
		Scott Wunderlich	3 0.35	0 0.00	3 0.35
		Tom Hanson	22 0.54	0 0.00	22 0.54
		Assigned to Individual Total	148 0.38	1 0.93	149 0.39
	Capitol Hosting	Curtis Parker	1 1.07	0 0.00	1 1.07
		Doug Law	1 0.07	0 0.00	1 0.07
		Assigned to Individual Total	2 0.57	0 0.00	2 0.57
	Help Desk	Brenda Treadway	8 0.02	0 0.00	8 0.02
		Julie VanBeekum	12 0.13	0 0.00	12 0.13
		Vicky Marrelli	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	22 0.08	0 0.00	22 0.08
	Assigned Group Total		189 0.45	1 0.93	190 0.45
Customer Company Total			189 0.45	1 0.93	190 0.45

Enterprise Incident Report March 2012

As of 4/2/2012

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	Medium	MR Total
Insurance	Application Services	Bart Purser	1 0	0 0	1 0
		Martin Gonzalez	2 0	0 0	2 0
		Paul Lundell	5 0	0 0	5 0
		Terry Forsgren	1 0	0 0	1 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	11 0	0 0	11 0
	Application Support	Sam Howlett	4 2	0 0	4 2
		Scott VanderLinden	2 0	0 0	2 0
		Assigned to Individual Total	6 2	0 0	6 2
	Capitol Desktop Support	Chad Poll	1 0	0 0	1 0
		Michael Hussey	2 0	0 0	2 0

Insurance

			Low	Medium	MR Total
Insurance	Capitol Desktop Support	Paul Ross	120 8	1 0	121 8
		Scott Wunderlich	3 0	0 0	3 0
		Tom Hanson	22 0	0 0	22 0
		Assigned to Individual Total	148 8	1 0	149 8
	Capitol Hosting	Curtis Parker	1 1	0 0	1 1
		Doug Law	1 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	2 1
	Help Desk	Brenda Treadway	8 0	0 0	8 0
		Julie VanBeekum	12 0	0 0	12 0
		Vicky Marrelli	2 0	0 0	2 0
		Assigned to Individual Total	22 0	0 0	22 0
	Assigned Group Total		189 11	1 0	190 11
Customer Company Total			189 11	1 0	190 11

Enterprise Incident Report March 2012

As of 4/2/2012

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Insurance	Application Services	Bart Purser	1 5.27	0 0.00	1 5.27
		Martin Gonzalez	2 3.18	0 0.00	2 3.18
		Paul Lundell	5 1.59	0 0.00	5 1.59
		Terry Forsgren	1 0.00	0 0.00	1 0.00
		Tony Larsen	2 0.77	0 0.00	2 0.77
		Assigned to Individual Total	11 1.92	0 0.00	11 1.92
	Application Support	Sam Howlett	4 7.30	0 0.00	4 7.30
		Scott VanderLinden	2 0.49	0 0.00	2 0.49
		Assigned to Individual Total	6 5.03	0 0.00	6 5.03
	Capitol Desktop Support	Chad Poll	1 2.28	0 0.00	1 2.28
		Michael Hussey	2 1.08	0 0.00	2 1.08

Insurance

			Low	Medium	ATTR Total
Insurance	Capitol Desktop Support	Paul Ross	120 1.31	1 1.17	121 1.30
		Scott Wunderlich	3 0.97	0 0.00	3 0.97
		Tom Hanson	22 2.16	0 0.00	22 2.16
		Assigned to Individual Total	148 1.43	1 1.17	149 1.43
	Capitol Hosting	Curtis Parker	1 6.32	0 0.00	1 6.32
		Doug Law	1 3.11	0 0.00	1 3.11
		Assigned to Individual Total	2 4.72	0 0.00	2 4.72
	Help Desk	Brenda Treadway	8 0.07	0 0.00	8 0.07
		Julie VanBeekum	12 0.26	0 0.00	12 0.26
		Vicky Marrelli	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	22 0.16	0 0.00	22 0.16
	Assigned Group Total		189 1.46	1 1.17	190 1.46
Customer Company Total			189 1.46	1 1.17	190 1.46

Insurance

Detail

INC000000463598	Paul Throckmorton	Application	None	None		TIR Missed:	Yes	1.62
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed:	Yes	10.95
INC000000470820	Randy Overstreet	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000470832	Victoria Wang	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000471011	Connie Nowland	Application	Error	SIRCON For States		TIR Missed:	Yes	16.40
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed:	Yes	16.40
INC000000471114	Randy Overstreet	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000471147	Victoria Wang	Application	Reporting	Utah Master Directory		TIR Missed:	No	0.07
	Capitol Hosting	Doug Law	Insurance	Low	Closed	TTR Missed:	No	3.11
INC000000471300	Linda Hardy	Application	Error	Novell GroupWise		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000471320	Joyce Maher	Application	Password	Novell GroupWise		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000471672	Meldee Love	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.12
	Application Support	Scott VanderLinden	Insurance	Low	Closed	TTR Missed:	No	0.22
INC000000472214	David Gaines	Application	Error	Internet Explorer		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	2.72
INC000000472241	Wendy Reves	None	None	None		TIR Missed:	Yes	1.69
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed:	No	2.01
INC000000472583	Wendy Reves	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000472585	Troy Stover	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000472918	Wendy Reves	Application	Reporting	Novell GroupWise		TIR Missed:	No	0.09
	Application Services	Martin Gonzalez	Insurance	Low	Closed	TTR Missed:	No	5.52
INC000000472919	Doyle Christensen	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000473247	Jilene Whitby	Application	Password	Novell GroupWise		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed:	No	0.00

Insurance

Incident	Requester	Category	Subcategory	Item			TIR Missed		Hrs
INC000000473248	Eric Showgren	Print/Copy/Scan/Fax	None	None			TIR Missed:	No	0.69
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.69
INC000000473256	Rudy VanBeekum	Application	Password	Novell GroupWise			TIR Missed:	No	0.07
	Help Desk	Brenda Treadway	Insurance	Low		Closed	TTR Missed:	No	0.14
INC000000473378	Victoria Wang	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000473499	Victoria Wang	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000473690	Wendy Reves	Application	Reporting	None			TIR Missed:	No	0.21
	Application Support	Sam Howlett	Insurance	Low		Closed	TTR Missed:	No	0.21
INC000000474053	Eric Showgren	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	
INC000000474071	Brad Tibbitts	Application	Password	PGP			TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000474139	Brad Tibbitts	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000474247	Brad Tibbitts	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000474249	Nancy Askerlund	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000474318	Sandy Glaze	Application	Reporting	None			TIR Missed:	Yes	1.65
	Application Support	Sam Howlett	Insurance	Low		Closed	TTR Missed:	No	1.65
INC000000474403	Victoria Wang	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000474592	David Gaines	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000474594	Victoria Wang	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000474864	Sandy Glaze	Application	Error	None			TIR Missed:	Yes	1.13
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	1.25
INC000000474888	Sandra Halladay	Application	Password	Novell GroupWise			TIR Missed:	No	0.26
	Application Services	Paul Lundell	Insurance	Low		Closed	TTR Missed:	No	0.78
INC000000474962	Rudy VanBeekum	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00

Insurance

INC000000474969	Lorry Herrera	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000474971	Troy Stover	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000475184	Armand Glick	Application	Password	Novell GroupWise		TIR Missed: No	0.16
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No	0.33
INC000000475281	Beth Crim	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000475377	Sandra Halladay	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000475546	Angela M Martinez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000475592	Jordan Tolman	Application	Password	Novell GroupWise		TIR Missed: No	0.05
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.27
INC000000475695	Lisa A Peterson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000475892	Victoria Wang	Application	None	PGP		TIR Missed: No	0.23
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.38
INC000000475912	Shane Sadler	Application	Error	None		TIR Missed: No	0.18
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.31
INC000000476085	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000476308	Gail Fielding	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000476496	Ned Shimizu	Application	Password	Novell GroupWise		TIR Missed: No	0.58
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	1.15
INC000000476543	Mary Dy	Application	Password	Novell GroupWise		TIR Missed: No	0.28
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	0.39
INC000000476593	Michelle M White	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000476759	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000476831	Michael Covington	PC/Laptop	Error	None		TIR Missed: No	0.60
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.36

Insurance

INC000000476893	Colette Sawyer	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000477114	Reed Kartchner	Application	Password	Novell GroupWise		TIR Missed: No	0.08
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.08
INC000000478002	Paul Throckmorton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000478117	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000478206	Steven B Price	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000478207	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000478351	Ramona Goodwin	Network	Error	None		TIR Missed: Yes	1.14
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.82
INC000000478598	Clarissa Crisp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000478657	Reed Kartchner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.57
INC000000478759	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.39
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.42
INC000000478773	Rudy VanBeekum	Application	Error	PGP		TIR Missed: Yes	1.29
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	5.87
INC000000478825	Michael Covington	PC/Laptop	Performance	None		TIR Missed: No	0.03
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.11
INC000000478859	Angela M Martinez	None	None	None		TIR Missed: No	0.18
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No	2.43
INC000000478869	Angela M Martinez	None	None	None		TIR Missed: No	0.14
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No	2.39
INC000000478993	Sandy Glaze	PC/Laptop	Performance	None		TIR Missed: No	0.33
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.11
INC000000479154	Brett Barratt	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.02
INC000000479184	Michael Covington	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Insurance

INC000000479198	Randy Overstreet	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000479664	Sandy Glaze	Application	Error	None		TIR Missed: Yes	10.65
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: Yes	14.98
INC000000479811	Laura Shepherd	Application	None	Novell GroupWise		TIR Missed: No	0.21
Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed		TTR Missed: No	1.07
INC000000479827	David A Stauffer	Application	Password	Novell GroupWise		TIR Missed: No	0.08
Help Desk	Julie VanBeekum	Insurance	Low	Closed		TTR Missed: No	0.21
INC000000479865	Steven B Price	Application	Password	Novell GroupWise		TIR Missed: No	0.18
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed		TTR Missed: No	1.12
INC000000480108	Jake W Garn	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000480349	Cathy Burton	Network	Error	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	5.97
INC000000480351	William Stimpson	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	5.98
INC000000480355	Kris Redmond	Network	Incident	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	5.96
INC000000480366	Daryl Bell	Application	Error	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	5.90
INC000000480374	Mark Kleinfield	Application	Password	Novell GroupWise		TIR Missed: No	0.79
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	1.00
INC000000480436	Diane Perucca	Application	Password	Novell GroupWise		TIR Missed: No	0.07
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	2.87
INC000000480454	Jilene Whitby	Network	Incident	None		TIR Missed: Yes	1.47
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	5.82
INC000000480518	Wendy Reves	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	0.32
INC000000480665	Linda Hardy	Application	Password	Novell GroupWise		TIR Missed: No	0.03
Help Desk	Brenda Treadway	Insurance	Low	Resolved		TTR Missed: No	0.14
INC000000480799	Michelle M White	Application	Error	None		TIR Missed: No	0.84
Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	3.04
INC000000480951	Jordan Tolman	Application	Error	Gmail		TIR Missed: No	0.76
Application Services	Martin Gonzalez	Insurance	Low	Resolved		TTR Missed: No	0.84

Insurance

ID	Name	Category	Type	Item	Priority	Status	TIR Missed	TTR Missed		Value
INC000000481069	Eric Showgren	Print/Copy/Scan/Fax	Paper Jam	None			TIR Missed:	Yes		1.05
	Capitol Desktop Support	Tom Hanson	Insurance		Low	Resolved	TTR Missed:	No		1.16
INC000000481300	Linda Hardy	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481303	Diane Perucca	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481304	Mark Kleinfield	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481308	Anna Weidauer	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481310	Mary Dy	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481312	Jenifer Christian	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481314	Victoria Wang	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481315	Steven Jentzsch	Print/Copy/Scan/Fax	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481317	David A Stauffer	None	None	None			TIR Missed:	Yes		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481318	Mark Kleinfield	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481320	Lisa A Peterson	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481324	Suzette D Green-Wright	None	None	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481350	Dan Applegarth	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No		0.01
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed:	No		5.79
INC000000481357	Heidi Petermann	Application	Reporting	Novell GroupWise			TIR Missed:	No		0.00
	Capitol Desktop Support	Tom Hanson	Insurance		Low	Resolved	TTR Missed:	No		0.93
INC000000481372	Nancy Askerlund	Network	Incident	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Tom Hanson	Insurance		Low	Resolved	TTR Missed:	No		0.00
INC000000481375	Tracy Klausmeier	PC/Laptop	Error	None			TIR Missed:	No		0.00
	Capitol Desktop Support	Tom Hanson	Insurance		Low	Resolved	TTR Missed:	No		0.00

Insurance

INC000000481416	Doyle Christensen	None	None	None			TIR Missed: Yes	1.72
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: Yes	18.00
INC000000481420	Gail Fielding	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.59
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	0.61
INC000000481453	Michelle M White	Network	Incident	None			TIR Missed: No	0.30
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	0.36
INC000000481507	Angela M Martinez	Application	Error	Novell GroupWise			TIR Missed: No	0.10
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	0.17
INC000000481659	Rudy VanBeekum	Application	Error	None			TIR Missed: No	0.97
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	1.03
INC000000481660	Eric Showgren	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Resolved		TTR Missed: No	0.00
INC000000481672	Hermoliva Abejar	None	None	None			TIR Missed: No	0.94
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	1.48
INC000000481675	Hermoliva Abejar	None	None	None			TIR Missed: No	0.89
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	5.64
INC000000481704	Eric Showgren	Network	Incident	None			TIR Missed: Yes	2.07
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	3.14
INC000000481867	Lorry Herrera	Print/Copy/Scan/Fax	None	None			TIR Missed: Yes	1.25
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: Yes	6.16
INC000000481896	Brad Tibbitts	Application	Error	Novell GroupWise			TIR Missed: No	0.19
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	0.41
INC000000482312	Sandy Glaze	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.39
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: Yes	9.00
INC000000482326	Sandy Glaze	PC/Laptop	Hardware	None			TIR Missed: No	0.37
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: Yes	8.98
INC000000482380	Paul Throckmorton	Network	Incident	None			TIR Missed: No	0.72
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	3.39
INC000000482410	Betsy Jerome	PC/Laptop	Performance	None			TIR Missed: No	0.21
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	3.23
INC000000482421	Mark Kleinfield	Network	Error	None			TIR Missed: No	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: Yes	8.30
INC000000482454	William Stimpson	Print/Copy/Scan/Fax	Incident	None			TIR Missed: Yes	2.92
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved		TTR Missed: No	3.19

Insurance

INC000000482527	Heidi Petermann	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.93
Capitol Desktop Support	Paul Ross	Insurance		Medium	Resolved	TTR Missed: No	1.17
INC000000482627	Richard Grieser	None	None	None		TIR Missed: No	0.27
Capitol Desktop Support	Michael Hussey	Insurance		Low	Resolved	TTR Missed: No	0.27
INC000000482714	Colette Sawyer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.49
Capitol Desktop Support	Tom Hanson	Insurance		Low	Resolved	TTR Missed: No	0.86
INC000000482938	Randy Overstreet	Application	Error	None		TIR Missed: Yes	1.90
Capitol Desktop Support	Michael Hussey	Insurance		Low	Resolved	TTR Missed: No	1.90
INC000000482939	Cathy Burton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	2.07
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	2.07
INC000000482995	Diane Perucca	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.97
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	3.52
INC000000483357	Troy Stover	Application	Password	Novell GroupWise		TIR Missed: Yes	1.41
Help Desk	Julie VanBeekum	Insurance		Low	Resolved	TTR Missed: No	2.22
INC000000483583	Beth Crim	Application	Reporting	None		TIR Missed: No	0.55
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	1.25
INC000000483913	Jeffrey Remus	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	0.00
INC000000483915	Lisa A Peterson	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	0.00
INC000000483919	David A Stauffer	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	0.00
INC000000483920	Daryl Bell	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	0.00
INC000000483923	Steven Jentzsch	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	0.00
INC000000483931	Shane Tiernan	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	0.00
INC000000483933	Rudy VanBeekum	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	0.00
INC000000483935	Anna Weidauer	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	0.00
INC000000483940	Steven B Price	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	0.00

Insurance

Incident	Name	Category 1	Category 2	Product			TIR/TTR Missed		Value
INC000000483941	Lorry Herrera	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000483942	Paul Throckmorton	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000483944	Kris Redmond	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000483947	Mary Dy	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000483949	Mark Kleinfield	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000483955	Betsy Jerome	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000483958	Anna Weidauer	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000483961	Troy Stover	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000483963	Marilyn Thorstensen	None	None	None			TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000484097	Lisa A Peterson	Network	None	None			TIR Missed: Yes		2.28
	Capitol Desktop Support	Chad Poll	Insurance		Low	Resolved	TTR Missed: No		2.28
INC000000484366	Anna Weidauer	Application	Error	Microsoft Excel			TIR Missed: Yes		1.95
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		1.95
INC000000484482	Mary Dy	Application	None	None			TIR Missed: No		0.35
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		0.35
INC000000484642	Rudy VanBeekum	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No		0.67
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		3.83
INC000000484663	Jilene Whitby	Application	Error	None			TIR Missed: No		0.71
	Application Services	Bart Purser	Insurance		Low	Resolved	TTR Missed: No		5.27
INC000000484703	Luanne Winters	Network	None	None			TIR Missed: No		0.31
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No		2.04
INC000000484718	Luanne Winters	Application	None	Novell GroupWise			TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Insurance		Low	Resolved	TTR Missed: No		0.00
INC000000485052	Allen Hart	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Insurance		Low	Resolved	TTR Missed: No		0.00

Insurance						

INC000000485086	Allen Hart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000485214	David Snowball	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000485219	Jilene Whitby	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000485221	David Gaines	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000485225	Paul Anderton	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000485227	Betsy Jerome	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000485400	Jake W Garn	None	None	Citrix ICA Client	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: Yes	6.23
INC000000485425	Teresa Trusty	None	None	None	TIR Missed: No	0.01
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.20
INC000000485678	Jaimee George	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.27
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	3.40
INC000000485745	Donald Catmull	Application	None	None	TIR Missed: Yes	1.07
	Capitol Hosting	Curtis Parker	Insurance	Low	Resolved	TTR Missed: Yes	6.32
INC000000485765	Luanne Winters	Network	None	None	TIR Missed: No	0.91
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.26
INC000000486244	Colette Sawyer	PC/Laptop	Hardware	None	TIR Missed: Yes	2.06
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.06
INC000000486331	Tomasz Serbinowski	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000486381	Jenifer Christian	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000486384	Reed Kartchner	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000486391	Dwight G Christensen	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000486400	Reed Kartchner	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

Insurance						

INC000000486410	Ned Shimizu	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000486416	Ned Shimizu	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000486419	Armand Glick	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000486428	Luanne Winters	None	None	None		TIR Missed: No	0.23
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: Yes	7.85
INC000000486437	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000486498	Michael Covington	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.40
INC000000486564	Randy Overstreet	PC/Laptop	Hardware	None		TIR Missed: No	0.14
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.14
INC000000486710	Kris Redmond	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000486762	Silmara Charlesworth	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.48
INC000000487153	Armand Glick	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000487700	Eric Showgren	Application	None	None		TIR Missed: No	0.76
	Application Support	Scott VanderLinden	Insurance	Low	Resolved	TTR Missed: No	0.76
INC000000487804	Eric Showgren	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	3.82
INC000000487924	Troy Stover	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.89
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.89
INC000000488013	Diane Perucca	Application	Password	PGP		TIR Missed: No	0.08
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.30
INC000000488111	Diane Perucca	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000488113	Clarissa Crisp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000488117	Aaron Phillips	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report March 2012

As of **4/2/2012**

Insurance

INC000000488119	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000488120	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000488280	Linda Hardy	Application	Error	Novell Messenger		TIR Missed: No	0.88
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	1.79
INC000000488410	Diane Perucca	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	0.00